

Exhibit B - Parking Agreement as Master Exhibit Z

2.11 Parking Procedures

The first of every month through the tenth of every month is a grace period for all monthly parkers due to the fact that billing and/or client payment may not be up to date and the client may not have received his/her hang tag in the mail.

From the eleventh of every month through the last day of every month, any parked vehicle with an outdated hang tag, or without any hang tag, will be issued a warning ticket advising the operator to have his/her current hang tag visible.

There will be no vehicles towed out of a regulation parking stall in any of the NHPA surface lots and/or garages without and until a thorough investigation is completed by the Director of Security. If you feel that there is a vehicle that has not moved or has been in the same parking space/facility for an extended period of time, please contact the Director of Security for follow-up.

2.12 Parking Violation Enforcement

All security officers are responsible for the security and safety of all customers and their property while in our facilities. An additional part of your job is to enforce our parking regulations. Violations include vehicles that are taking up two spaces or not properly parked within a space or vehicles that are parked in a "No Parking Area," just to name a few. Be aware that vehicles are not allowed to park on the yellow lines next to a handicapped space, under any circumstances. This area is for a handicapped person to enter or exit their vehicle with a walker or a wheelchair lift.

Writing a parking ticket should not be a goal. It should be a last resort. The NHPA has warning tickets that can be written in lieu of writing a parking ticket.

When you are confronted by a customer who has been issued a ticket, please make every effort to keep the conversation professional. Maintain your composure and professionalism at all times. Stick to the facts and the specific violation.

If you are filling in for another security officer and are unfamiliar with the garage or post, err on the side of caution and issue a warning ticket. When in doubt, call the Manager On-Duty or the Security Director.

2.16 Pursuit and the Use of Force

Under no circumstances are employees of the NHPA ever authorized to chase an individual as a result of alleged criminal or mischievous activity.

Should the subject(s) flee, it is our policy not to pursue. Running after the subject, shouting at the subject, pursuing in a vehicle, etc... are dangerous and unprofessional practices. The safety of security personnel as well as the general public is better served by permitting the subject(s) to escape. This is an area which requires professional self discipline in order to control liability.

Retaliatory force is not authorized under any circumstances. If and only if, in the line of duty, security is assaulted, security may defend himself/herself and use sufficient and reasonable force necessary to counteract the initial action.

2.17 Use of NHPA Security Vehicle for Patrol

Security patrol vehicles are a major asset. In order to maintain our fleet, our officers must prove themselves to be responsible and honest. These patrol officers must maintain superior performance levels. Officers assigned to vehicular patrol enable us to efficiently manage our lots and garages and assist the customers in a more timely manner.

There are two types of security patrol vehicles:

1. Those with Municipal License plates that are allowed to be driven on City Streets, and
2. Those without License plates that are not allowed outside the respective garage.

The assigned patrol vehicle and driver will continuously patrol the designated garage(s), respond to calls for service, and report on incidents. Vehicle patrol techniques are not absolutes and require the officer to adapt various techniques to the job being performed.

The main point to remember is that vehicle patrol assignments can and frequently do change. Techniques for patrolling a garage or lot in fair weather will not be the same as in snow or rainy weather. The officer must have the ability to modify patrol procedures as the situations vary.

Vehicular patrols of parking structures require frequent stops to assist in traffic control. Foot patrol techniques are also required in order to satisfy the job specifications. High visibility functions require constant movement. The officer must routinely exit the vehicle to accomplish this.

If a vehicle is not in good operating order and breaks down while in service, effectiveness comes to a halt. The officer who drives the security vehicle is responsible for the daily inspection, maintenance and upkeep of the vehicle.

Security officers who do not possess a valid operator's license will, under no circumstances, be permitted to operate a company patrol vehicle.

2.19 Patrol Procedures

The security vehicle's professional appearance may help in preventing criminal activity. When arriving on the scene of an incident in a patrol vehicle, the security officer needs to be aware of potential hazards and use extreme caution.

A major mistake made by officers on vehicle patrol is to drive with the windows up and the radio on high volume. The officer is unable to accurately hear sounds such as breaking glass or someone requesting assistance. It isn't necessary to have all the windows open, but at least have the driver's side window partly open. This will allow the officer to hear sounds that originate from outside the vehicle.

It is impossible for an officer to make accurate observations or hear outside sounds when traveling at an excessive speed. When patrolling parking areas, speeds in excess of 15 miles per hour prevent the officer from being aware of the surroundings. The speed that allows the officer to do the best job is between 10 and 15 miles per hour.

While patrolling, the officer must drive while making visual observations of any occupied vehicles, pedestrian traffic or any unusual activities. The point is not to automatically drive into any area without advance knowledge. The officer should park close to the area or vehicle being inspected, but not directly in front of it. He/She should look at the exterior for signs of forced entry or any indication that the vehicle is occupied. The officer should then stand to the side of the windows or doors to make interior observations. Using the flashlight, the officer should look into the space with a limited amount of his/her body exposed to anyone who could be inside. The officer should never be in the blind. It only takes a few extra minutes to make advance observations that in the long run will prevent potential hazardous situations.

The ability for our customers to see the security patrol vehicle from a great distance has benefits by virtue of a deterrent effect. With that in mind, officers must keep the overhead strobe lights on at all time while on patrol and in a garage/surface lot.

Many of our security responsibilities stem from a desire to prevent undesirable activity on our customers' person or property. An individual contemplating committing a crime is less likely to do so if the possibility of being detected is great. A visible patrol vehicle with a uniformed officer inside would give the individual cause for a second thought.

Do not become so attached to a patrol vehicle that no other way to patrol a facility is considered or utilized. The ability to be flexible and consider other alternatives to accomplish the job should not be overlooked. The officer should never allow the comfort that a security patrol vehicle provides influence decisions on how a task should be performed.

2.21 Emergency Call Boxes

Certain facilities and garages are equipped with Emergency Call Boxes. These units can be easily identified by the static blue light. When the call box has been activated, an alert will be broadcast over the two-way radio identifying the location and number of the activated call box. When activated, either a second blue light or the static blue light at the call box begins to strobe until reset by security.

3.4 General Post Orders for all Shifts and all Facilities

All Security Officers are required to swipe their own identification cards at the beginning and end of their scheduled shifts. If you do not have your NHPA identification card, you must contact the manager on duty to certify and acknowledge the hours.

All Security Officers are expected to be properly attired and neat in their issued uniforms at all times. Only issued equipment and uniform are to be worn while on duty.

Each officer should patrol the facility/garage/surface lots at least once an hour throughout their assigned shift. All daily activity logs must be completed and turned in at the end of each shift. Each log should contain detailed information relative to the security officer's activity during their shift.

An Incident Report must be completed and turned in to the Manager On-Duty, describing any noteworthy activity that had taken place during your shift (i.e., medical/fire/police response, accident/injury, damage/theft, etc...).

Each assigned shift will be responsible for checking all emergency phones (lights), doors, facility lights, locked gates, illegally parked vehicles, elevators, as well as elevator emergency telephones, to make sure that they are working properly. If any of these items are not working properly, it should be reported to the Manager On-Duty and noted on the daily activity log that is turned in at the end of the shift. Faulty equipment should be reported immediately to the Manager On-Duty.

Eating and/or drinking is not allowed at your post. No lunch period will be taken until the officer has worked a minimum of 4 hours, unless approved by the Manager On-Duty. The Manager On-Duty must also be notified when you take your lunch.

After working a minimum of 4 hours, each employee may take a fifteen (15) minute break twice during the course of their shift. The Manager On-Duty again must be notified.

Under no circumstances shall a security officer leave their assigned facility or abandon their assigned post for any reason.

Aside from the specific post orders detailed below, all security officers are expected to comply with and follow instruction of all supervisory and management personnel.

3.5 Rover – Specific Post Orders

The Rover is required to conduct a daily inspection of the assigned vehicle and complete the Patrol Vehicle Condition Report. The Rover is expected to service the vehicle as required with approval from the Director of Security.

The Rover is required to complete and submit a security activity log for each shift that is worked.

The Rover is expected to patrol with the vehicle and on foot, as a visible deterrent, all surface lots and garages that do not have an assigned security officer, to include:

Granite Square, Union/Water, Broadway Plaza, Whalley/Blake, Dwight/Orchard, State/Grand/Olive, George Street, 432 State Street, State/Audubon, State/Wall, Orchard/Sherman.

The yellow overhead lights must be on while patrolling all surface lots and garages. Yellow overhead lights are not to be used while driving on city streets or highways.

The Rover is required to obey all State motor vehicle laws. Cell phones are not to be used while operating the assigned vehicle.

The Rover is expected to conduct vehicle and/or space counts as directed and logged respectively.

The Rover is required to act as a relief and/or fill-in for other security personnel in other facilities as directed.

At the direction of the Director of Security, the Rover will hand deliver documents to the Department of Transportation, Traffic & Parking on a weekly basis.

The Rover is expected to maintain an adequate supply of Parking Violation Ticket Books as well as Written Warning Tags.

The Rover is required to check all signage and general conditions at all surface lots and garages listed above.

The Rover is required to check all emergency and regular lighting devices at all surface lots and garages listed above.

The Rover must perform hang-tag and meter enforcement at all surface lots and garages listed above.

The Rover is expected to inspect all stairways and elevators daily at the garages listed above as well as conduct daily tests of all elevator emergency phones at the garages listed above.

The Rover must conduct monthly checks of all fire extinguishers at all surface lots and garages listed above.

The Rover is required to assist in coin collections as required and scheduled.

The Rover may be required to perform special tasks as instructed by the Director of Security.

3.9 Temple Street Garage – Specific Post Orders

This post is a walking and driving detail. Walking the garage must be integrated with the use of the security patrol vehicle. While using the security patrol vehicle, the strobe and flashing lights must be illuminated when the vehicle is occupied, parked or in motion.

All shifts are required to maintain a visible presence in the Temple Street garage and patrol all levels of the garage to include the basement and valet, keeping aware of general conditions. All shifts are expected to be a visible deterrent in the garage being aware of trespassers, damage to vehicles, damage to NHPA property, and assist customers as needed.

At the start of the shift, conduct and complete a vehicle space count.

At the start and end of each shift, security should patrol the facility looking for vehicular and/or property damage. It is imperative to know and pinpoint when incidents occurred and if they occurred on your respective shift.

All shifts are required to tour the lot and all levels of the garage, once an hour.

All shifts are required to check the garage elevators, once during each shift, to ensure proper working order as well as the elevator emergency telephones.

All shifts are required to walk and inspect the stairs of the garage for suspicious activity, throughout their shift.

All shifts are required to monitor the special parking area on the 2nd level and issue a Warning Ticket or a Parking Violation for identified offenses.

All shifts are required to escort the Cashier(s) to the safe for all money drops.

At the designated times, a vehicular car count must be done. The results are documented on the provided form and attached to the daily activity log.

All shifts are required to check all signage and general conditions at the garage as well as check all emergency and regular lighting devices, noting any deficiencies to the Manager On-Duty.

The security patrol vehicle will only be used by the employee on duty and assigned to the Temple Street Garage. Only trained (licensed) personnel are permitted to operate the vehicle. The vehicle is to be checked at the start of your detail, noting any damage. The vehicle must be kept neat, clean and in safe working order. You are required to report any deficiencies to the Manager On-

Duty and note it on the Patrol Vehicle Condition Report. This vehicle is to be used for checking all levels, entrances, exits, doors, cashier booths, lights, call boxes and emergency situations. At the end of your tour, the vehicle should be parked at the designated location. Under no circumstances is the security patrol vehicle to be removed from the Temple Street Garage and driven on New Haven City Streets.

At the designated time, lock specific gates as directed. This includes cashier booths, lane gates and doors.

The 1st shift officer, with the assistance of the Union Station Garage Security Officer, is required to performing scheduled monthly tests of all Call 24 System Units at the garage. Submit completed forms noting variances to the Director of Security.

The garage office is to be used for business purposes only. Do not loiter in this office.

3.10 Temple Medical Garage – Specific Post Orders

All shifts are required to maintain a visible presence in the garage and patrol the garage, keeping aware of general conditions. Both shifts are expected to be a visible deterrent in the garage, being aware of trespassers, damage to vehicles, damage to NHPA property, and assist customers as needed.

At the start of the shift, conduct and complete a vehicle space count.

At the start and end of each shift, security should patrol the facility looking for vehicular and/or property damage. It is imperative to know and pinpoint when incidents occurred and if they occurred on your respective shift.

Both shifts are required to tour all levels of the garage, once an hour.

Both shifts are required to check the garage elevators, once during each shift, to ensure proper working order as well as the elevator emergency telephones.

Both shifts are required to walk and inspect the stairs of the garage for suspicious activity, throughout their shift.

Both shifts are required to monitor parking and issue a Warning Ticket or a Parking Violation for identified offenses.

Both shifts are required to escort the Cashier(s) to the safe for all money drops.

Both shifts are required to check all signage and general conditions at the garage as well as check all emergency and regular lighting devices, noting any deficiencies to the Manager On-Duty.

At the scheduled time, the garage is to be locked down. At this time, all parking levels, elevators and stairwells are to be checked for any customer or vehicular activity. When the Manager On-Duty arrives to cash out the Cashier, security is expected to accompany the Manager On-Duty and the Cashier to confirm the money bags being dropped. The Manager On-Duty is responsible for the final lockdown of the facility.

The garage office is to be used for business purposes only. Do not loiter in this office.

